ORDER FOR SUPPLIES AND SERVICES			IMPORTANT: See Instructions in GSAR 553.370-300-1 for distribution	PAGE 1 OF 1 PAGE(S)

1. DATE OF ORDER 09/27/2013		2. ORDER NUMBER GST1113BJ0034	3. CONTRACT NUMBER GS06F0599Z	4. ACT NUMBER A19614610

FOR GOVERNMENT USE ONLY	5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
	FUND 299X	ORG CODE A11VR111	B/A CODE F1	O/C CODE 25	AC	SS	VENDOR NAME
	FUNC CODE C01	C/E CODE H08	PROJ./PROS. NO.	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC-B	PRT./CRFT		AI	LC	DISCOUNT

7. TO: CONTRACTOR (Name, address and zip code)	8. TYPE OF ORDER B. DELIVERY	REFERENCE YOUR
(b) (4) ALLIANT ENTERPRISE JV LLC 1945 OLD GALLOWS ROAD STE 500 VIENNA, VA 22182-3930 United States (703) 752-5520	Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated.	
	This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.	
	C. MODIFICATION NO. 000 TYPE OF MODIFICATION:	AUTHORITY FOR ISSUING

9A. EMPLOYER'S IDENTIFICATION NUMBER (b) (4)	9B. CHECK, IF APPROP WITHHOLD (b) (4)	Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.

10A. CLASSIFICATION A. Small Business	10B. TYPE OF BUSINESS ORGANIZATION C. Corporation

11. ISSUING OFFICE (Address, zip code, and telephone no.) GSA Region 11 Phyllis D Lyles 301 7th Street, SW Washington DC, DC 20407 United States (202) 708-8100	12. REMITTANCE ADDRESS (MANDATORY) ALLIANT ENTERPRISE JV 1951 KIDWELL DRIVE STE 400 VIENNA,VA 22182-3930 United States	13. SHIP TO(Consignee address, zip code and telephone no.) Chris J Johnson 9820 Belvoir Road Defense Acquistion University Fort Belvoir, VA 22060-5565 United States (703) 805-4854

14. PLACE OF INSPECTION AND ACCEPTANCE Christopher J Johnson 9820 Belvoir Road Defense Acquistion University Fort Belvoir, VA 22060-5565 United States	15. REQUISITION OFFICE (Name, symbol and telephone no.) Eve A. Goodman GSA Region 11 301 7th Street, SW Washington, DC 20407 United States (202) 401-7890

16. F.O.B. POINT Destination	17. GOVERNMENT B/L NO.	18. DELIVERY F.O.B. POINT ON OR BEFORE 08/26/2014	19. PAYMENT/DISCOUNT TERMS NET 30 DAYS / 0.00 % 0 DAYS / 0.00 % 0 DAYS

20. SCHEDULE

This task order ID1113013 for the Defense Acquisition University Technology support Services is being awarded to Alliant Enterprise Joint Venture. The period of performance for this task order is one base year and 4 one year option periods. The period of performance will commence on September 30, 2013. This is a labor hour and firm fixed price task order with a ceiling price of $40,754,136. The contractors technical proposal pages 4 through 100 and the price proposal dated August 20, 2913 are hereby incorporated into the award. The Government¿s TOR Section C, Section F and Section H are hereby incorporated into the award. This task order will be incrementally funded. This award is being made outside of ITSS due to a system error but will be entered into ITSS within the next 24 hours.

ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	Base Year	1	lot	(b) (4)	(b) (4)
0001A	Base Year	1	lot	(b) (4)	(b) (4)

21. RECEIVING OFFICE (Name, symbol and telephone no.) DEFENSE ACQUISITION UNIVERSITY, (703) 805-4854	TOTAL From 300-A(s)	
22. SHIPPING POINT Specified in QUOTE	23. GROSS SHIP WT.	GRAND (b) (4)

		TOTAL	
24. MAIL INVOICE TO: *(Include zip code)* Finance Operations and Disbursement Branch (BCEB) 299X PO Box 219434 Kansas City, MO 641219434 United States	25A. FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support	25B. TELEPHONE NO. 816-926-7287	
	26A. NAME OF CONTRACTING/ORDERING OFFICER *(Type)* Phyllis D Lyles	26B. TELEPHONE NO. (202) 708-8100	
	26C. SIGNATURE Phyllis D Lyles 09/29/2013		
GENERAL SERVICES ADMINISTRATION	**1. PAYING OFFICE**	**GSA** FORM **300** (REV. 2-93)	

Information Technology Support Services

in support of:

Department of Defense
Defense Acquisition University
Ft. Belvoir, VA 22060

Issued to:

All contractors under the ALLIANT SB GWAC

Issued by:

The General Services Administration
National Capital Region
Federal Acquisition Service
301 7th and D Streets, SW
Room 6100
Washington DC, 20407

July 18, 2013

NCR AAS Project Number # ID11130013

NOTE: Section C of the Contractor's ALLIANT Small Business Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies.

C.1   BACKGROUND

The Defense Acquisition University (DAU), is headquartered at Fort Belvoir (Virginia) with regional locations in: San Diego CA, Kettering OH, Huntsville AL, California MD, Los Angeles CA, Sterling Heights MI, Huntsville AL, Warner-Robins GA, Eglin AFB FL, Norfolk VA, Ft. Lee VA, Aberdeen MD, Ford Island, HI, Boston MA, Rock Island IL, with possible future expansions. DAU coordinates the Department of Defense (DoD) acquisition education and training program to meet the training and performance support requirements of more than 200,000 military and civilian personnel serving in acquisition positions worldwide. Through its dispersed campus, the DAU sponsors acquisition curriculum and instructor training to provide a full range of basic, intermediate, and advanced courses to support the career goals and professional development of the acquisition workforce. Information technology (IT) supports DAU in meeting its mission.

C.1.1 AGENCY MISSION

Defense Acquisition University (DAU) coordinates the Department of Defense (DOD) acquisition education and training program to meet training and performance support requirements for personnel serving in acquisition positions worldwide.

C.2   SCOPE

The customer community of this SOW includes all users supported by DAU. This community includes approximately 950 DAU faculty, staff, contractors and a student population of more than 200,000 users comprised of the Department of Defense Acquisition, Training, and Logistics (AT&L) Workforce, Federal Acquisition Workforce and Industry partners. The contractor shall provide technical support to approximately 3,200 workstations and 300 servers in support of DAU faculty, staff, contractors and our resident student population.   The contractor shall provide remote (telephonic and email support) to students enrolled in Distance Learning (DL), Continuous Learning (CL) and Knowledge Sharing (KS) activities.
This task order is for a broad range of IT Support Services in support of the Defense Acquisition University and the DoD Acquisition Training and Logistics (AT&L) community. This effort will support acquisition related training as well as budgeting, management, and planning, activities for the DAU and AT&L. The support required will include Network operational support (design, implementation, and evaluation), Enterprise and Regional Help Desk Support (DAU Internal and for the AT&L community accessing DAU systems), Video Services support (development, delivery and management of infrastructure), Telecommunications support (legacy and emerging technologies), Software/Web Development Support (COTs and GOTs), Program/Project Management support, Video Services Support, Transition Services, Enterprise Operations, Enterprise Security, Talent Management System Support, Hardware Installation, Academic Support, and Transitioning Services.   Support is required for all DAU locations to include DAU regional sites.

C.3   CURRENT INFORMATION TECHNOLOGY (IT)/NETWORK ENVIRONMENT

The following set of tables represents the current hardware, software and applications DAU has in the environment. This is not intended to be an all-inclusive list but rather a representation of what is being used at the time of TOR issuance.

C.3.1   INFORMATION TECHNOLOGY – HARDWARE:

Network Hardware	Server Hardware	Desktop Hardware
Aruba Wireless controllers	Dell Servers	Apple iTouch
Cisco Access Gateways	Cisco Servers	Blackberry Handhelds
Cisco ASAs	Sun Servers	Dell Latitude and Precision laptops
Cisco IPS		Dell OptiPlex and Precision workstations
Cisco MARS		Macintosh notebooks
Cisco PIX		Verizon PTT devices
Cisco Routers		
Cisco Switches		
Cisco VPNCs		
F5 GTM/LTM		
NetAPP FAS		
Paragon KVM devices		
Polycom RMX		
Riverbed Steelhead		
SourceFire IPS		
Spectra Logic Tape Library		

C.3.2   SOFTWARE/APPLICATION SERVICES

Software Titles		
ACEIT	Google Search Appliance	Primal Script
AdminStudio	GroupSystems ThinkTank	PureEdge Viewer
Adobe Acrobat	HP LoadRunner	Qumu Capture Studio
Adobe Captivate	Hyena	Qumu Enterprise
Adobe Connect	IDentiPASS Access Control	RESUMP
Adobe Flash	IEVMC	REVIC
Adobe PhotoShop	Informatica	RoboLab
Appian BPM	iVantage HRMS	Secure CRT/Secure FX
AtlasPro	JRATs	Sirsi Workflow
BizFlow	Lectora	Snag-IT
Blackberry Enterprise Server	LogPars	SoftEST
Blackboard	LOGSIM	SolarWinds Orion
Business Objects	Lyris Listserv	SourceForge
Camtasia Studio	Microsoft Lync Server	SPSS
CARS	Microsoft Desktop Search	Statistica
CCMIS	Microsoft Exchange	Steelray
Cisco ACS	Microsoft ISA Server	Storactive Live Backup
Cisco AnyConnect Client	Microsoft Office 2010	Strohl LDRPS and Notifind
Citrix XenApp server	Microsoft Project 2010	SolarWindsSoSSolarWindow
COBRA	Microsoft SharePoint Server and MOSS	SolarWindsSoSSolarWindow
Cognos BI	Microsoft SQL Server 2000/2005/2008	Symantec AV for Exchange Server
Crystal Reports	Microsoft Visio 2010	Symantec/Veritas Backup Exec
CS Glue for Project	MindManager	SyncSort Backup Express
Deep Freeze	MindRover	UltraEdit
DWG TrueView	Minitab	VMWare
eMTS	NEWT Professional	VShell SFTP
Extensis Suitecase	BMC Footprints	WinRAR
Ezquant	Oracle 11G	Winsight
Flexsim	Palisades	XYplorer
Franklin Covey Plan Plus	PCS	
Ghost	Polycom Conference Composer	

Task Order Request # ID11130013

C.3.3 OPERATING SYSTEMS AND INFORMATION ASSURANCE TOOLS

Operating Systems	IA tools
Linux Redhat AS 4.x and 5.x	Active Administrator
MAC OS X/Leopard/Lion	ActiveClient
Solaris 10	Cisco MARS
Windows 2003 Server	DISA eMASS
Windows 2008 Server	DISA Gold Disk
Windows 7	DISA VMS
	Event Tracker
	HP AMP/WebInspect
	McAfee HBSS
	Retina/ACAS
	KACE
	Tumbleweed
	Websense
	Wireshark

C.3.4 VIDEO SERVICES HARDWARE AND SOFTWARE

Hardware and Software			
Video Tech Hardware	Video Tech Software	Video Production Hardware	Video Production Software
AMX Controller	Netlinx Studio	Audio mixing consoles (Soundcraft, Mackie)	Adobe Photoshop
AMX Touch Panel	Touch Panel Design 4	DBX processors	Final Cut Pro
AMX VGA Switchers	Google	Marantz audio recording decks	Avid
AMX PosiTrack Pilot Camera System	AMX Netlink Studio	ETC lighting console	MPI webcasting suite
Blonder Tongue Modulators / Demodulators	Meeting Room Manager	Lowel Photography lighting kits	PresentaPro
Christie Projector	Clear One converge Software	Canon HDV and Sony DVC cameras	Microsoft Producer
Biamp DSPs		EchoLab and Grass Valley seamless video switchers	Video Commander (audio/video routing)
Draper Screen		Rave video capture / duplication systems	Adobe Audition
Extron Switchers		Teleprompting hardware/software	DVD Studio Pro
Extron DA		Shure and Sony microphone kits wired/wireless microphone kits wired and wireless	Adobe Encore
Polycom VTC Codec			
ClearOne DSP (Shure Mic Mixer/Digital Equalizer/Wireless receivers		Azden microphones w/ Anton Bauer battery packs	Windows Media Encoder
Polycom CMA 5000			
Polycom RMX Bridge			
Tandberg VTC Codec			
Polycom RPX 418 Suite			

Task Order Request # ID11130013

C.4   OBJECTIVE

This task order is intended to provide a broad range of IT and operational services to DAU. DAU requires support in the operation and maintenance of a Non-secure Internet Protocol Router Network (NIPRNET), commercial network and also support of workstations with connectivity to the Secure Internet Protocol Router Network (SIPRNET) infrastructure. DAU requires support for Customer Service/Help Desk activities associated with workstation hardware, system software and data/voice communications and online courses. DAU requires support and planning for all network and video infrastructure as well as assisting with Telecommunications design and implementations, such as VoIP and TelePresence. DAU also requires evaluation and support for future changing mission requirements that may impact the DAU IT program. The contractor shall also perform special studies under this contract in support of the DAU IT program.

C.4.1   SERVICES PROVIDED

This is a non-personal services contract. DAU requires contractor support in the following areas:

Firm Fixed Price Tasks	Labor Hour Tasks
Program/Project Management Video Services Support Transition Services Enterprise Service Desk/Regional Help Desk	Enterprise Architecture Enterprise Operations Enterprise Security Management Telecommunications Support Software and Web Development Support Data Warehousing (Optional) Talent Management System Support Hardware Installation Education Technician/Academic Support (Optional) Special Studies and Assessment Support White Papers and Briefings

C.5   TASKS

This Statement of Work sets forth the requirements necessary to support the Government. The contractor shall provide IT support services to DAU in the following task areas.

Note: All contract personnel attending meetings, answering Government telephones, and working in other situations where their contractor status is not obvious to third parties, is required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. Contractor personnel are required to obtain and wear badges in the performance of this service.

C 5.1 CONTRACTOR SUPPORT

Task Order Request # ID11130013

Tasks 1 through 15 describe the support to be provided for the base year through option year 4; however it is at the discretion of the Government to exercise/award each option period. The Government is not obligated nor bound to exercise any options.

The Contractor shall support the following below tasks:

FIRM FIXED PRICE TASKS
TASK 1 - PROGRAM MANAGEMENT SUPPORT (C.5.2) (FIRM FIXED PRICE) 5.2.1– Kick Off Meeting 5.2.2 - Project Management Plan 5.2.3 - Quarterly Contract Management Report 5.2.4 - Monthly Status Report 5.2.5 - Quality Control Plan 5.2.6 - Section 508 Product Accessibility Report 5.2.7 - Monthly Financial Reports   **TASK 2 - VIDEO SERVICE SUPPORT (C.5.3) (FIRM FIXED PRICE)** 5.3.1 - Production Support 5.3.2 - Video Production 5.3.3 - Video Editing 5.3.4 – Conference, Classroom and Meeting Room Support 5.3.5 – Technical Support   **TASK 3 - ENTERPRISE SERVICE DESK/REGIONAL HELPDESK SUPPORT (C.5.4) (FIRM FIXED PRICE)** 5.4.1 - Enterprise Service Desk Support 5.4.2 - Regional Help Desk Support   **TASK 4 - TRANSITION SERVICES (C.5.5) (FIRM FIXED PRICE)**
LABOR HOUR TASKS
TASK 5 - ENTERPRISE ARCHITECTURE SUPPORT (C.5.6) (LABOR HOUR) 5.6.1 - Architectural Design and Implementation Support 5.6.2 - Capital Planning and Investment Control Support 5.6.3 - Architectural Lifecycle Support   **TASK 6 - ENTERPRISE OPERATIONS SUPPORT (C.5.7) (LABOR HOUR)** 5.7.1 - Data Center Support 5.7.2 - Network Infrastructure Management Support 5.7.3 - Management of Infrastructure Support Systems 5.7.4 - Data Backup and Recovery Requirements   **TASK 7 - ENTERPRISE SECURITY MANAGEMENT SUPPORT (C.5.8) (LABOR HOUR)** 5.8.1 - CND Incident Response

Task Order Request # ID11130013

5.8.2 - Vulnerability Management Support
5.8.3 - Information Assurance (IA) Tools Administration and Management
5.8.4 - Certification and Accreditation Support
5.8.5 - Continuity of Operations (COOP) and Disaster Recovery Planning

- **TASK 8 - TELECOMMUNICATIONS SUPPORT (C.5.9) (LABOR HOUR)**

- **TASK 9 - SOFTWARE AND WEB DEVELOPMENT SUPPORT (C.5.10) (LABOR HOUR)**

- **TASK 10 - TALENT MANAGEMENT SYSTEM SUPPORT (C.5.11) (LABOR HOUR)**
    5.11.1 - Talent Management System Support

- **TASK 11 - HARDWARE INSTALLATION (C.5.12) (LABOR HOUR)**

- **TASK 12 – SPECIAL STUDIES AND ASSESSMENT SUPPORT (C.5.13) (LABOR HOUR)**

- **TASK 13 – WHITE PAPERS AND BRIEFINGS (C.5.14) (LABOR HOUR)**

OPTIONAL TASKS

- **TASK 14 - DATA WAREHOUSING SUPPORT (OPTIONAL) (C.5.15) (LABOR HOUR)**
    5.15.1- Data Warehouse Support (Optional)

- **TASK 15 EDUCATION TECHNICIAN / ACADEMIC SUPPORT (OPTIONAL) (C.5.16) (LABOR HOUR)**

C.5.2 TASK 1- PROGRAM MANAGEMENT SUPPORT (FIRM FIXED PRICE)

The Contractor shall provide all necessary personnel, administrative, financial, and managerial resources necessary for the support of this contract.

C.5.2.1 KICK-OFF MEETING

The Contractor shall participate in a Government-scheduled, Kick-Off Meeting after contract award. Key prime contractor and any subcontractor personnel shall participate in the Kick-Off Meeting. The purpose of this Kick-Off Meeting is to (1) aid both the Government and contractor personnel in achieving a clear and mutual understanding of all requirements, and (2) identify and resolve potential problems. The contractor shall be prepared to discuss any issues requiring clarification and gather information necessary for the Project Management Plan and Transition Plan.

The Kick-Off Meeting shall include, but not be limited to, the following topics:

Task Order Request # ID11130013

- Program Review
- Existing and Planned Applications and Technical Initiatives
- Personnel and Physical Security Issues

The Government and Contractor shall schedule the Kick-Off Meeting within 7 days after contract award. The contractor shall begin preparation of the Updated Transition-In Plan immediately following completion of the Kick-Off Meeting.

C.5.2.2 PROJECT MANAGEMENT PLAN (PMP)

The Contractor shall develop and maintain, throughout the contract period of performance, a Project Management Plan that shall be used as a foundation for information and resource management planning. The contractor shall deliver the PMP to the Government within 15 business days after contract award.

The PMP shall include, but not be limited to, the following:

a) Status of current and planned tasks and subtasks
b) Base schedule overlaid with actual schedules, for each task
c) Project Organization
d) GANTT Chart for major activities and Milestones
e) Project Transition Processes and Schedule
f) Work Breakdown Structure (WBS)
g) Process Management and Control
h) Overall Organizational Structure
i) Project Responsibilities to include process flowcharts for all major tasks
j) Task dependencies and interrelationships
k) Contractor personnel assignments and duration (Staffing Plan)
l) Deliverables (draft, interim, final, etc.),
m) Contingency Plans (where appropriate),
n) Contractor travel information
o) Quality Control plan
p) Risk Management plan
q) Subcontract Management (organization of personnel, software and hardware)
r) Monitoring mechanisms including Program Metrics
s) Automated Tools, Techniques, and Methods

The contractor shall keep the PMP up-to-date, be accessible electronically at any time, and be prepared to brief any PMP content to the Government at short notice (within 24 hours). The PMP shall be used as a foundation for the Status Report.

C.5.2.3 QUARTERLY CONTRACT MANAGEMENT REPORT

The Contractor shall provide complete program management support that will fully integrate, manage, control, and document all phases of the contract requirements. The contractor shall be

Task Order Request # ID11130013

the focal point for all issues in this program and shall keep the Government fully informed both verbally and in writing. The contractor shall develop and deliver draft and final versions of the Quarterly Contract Management Report (QCMR). This report is to be provided no later than 15 business days after the end of the quarter, while the draft is to be provided no later than 10 business days after the end of the quarter; quarters are defined as government fiscal year quarters. The contractor shall revise the QCMR as changes in the contract management process occur and as new work is required throughout the life of the contract. The changes will occur quarterly. This document will be used by the Government as a project management tool and so it must be kept current throughout the life of the contract. As changes in the management process occur and are noted in the Monthly Status Report (MSR) (see below), the contractor shall also correspondingly make changes to the contents of the QCMR and deliver those changes to the Government with the MSR. The contractor shall base the draft of the QCMR on the technical and management approach supplied with the technical proposal submitted in response to this TOR. This plan shall include:

- All technical activities (including documentation development) identified and organized in a Work Breakdown Structure (WBS) at a level of detail sufficient for the contractor to manage the work.
- All standards followed in support of these requirements.
- A GANTT chart which contains activities and milestones pertinent to the contractor's completion of the technical activities.
- Description and expected result of each WBS level or milestone in the Contract Management Plan.
- An estimate of the duration and level of effort (by labor category) for all elements of the WBS.
- A matrix of all deliverables, the version/release, and planned delivery dates.
- A matrix of all personnel assigned to the program and total aggregate level of effort for all tasks.

C.5.2.4   MONTHLY STATUS REPORTING

The contractor shall provide a Monthly Status Report (MSR) that is due by the close of business (COB) of the 10th workday of each month. This report shall analyze the current contract and provide contract accounting information. The monthly status report shall include, but is not limited to, the following elements:

- A summary of work performed by task area for the reporting period
- Milestones and update against tasks/activities
- Progress toward open efforts
- New work requested by users
- Updates to the QTOMR
- Contract rate
- Total billed hours
- Burdened cost
- Items purchased for the Government
- Travel costs
- Matrix of Actual hours vs. planned with variances and an explanation of

Task Order Request # ID11130013

- Significant variances for current period and actual vs. planned hours cumulative to date
- Performance and contractual issues that require management attention
- A table of deliverable products including the deliverable item name, the projected delivery date, and the actual delivery date.

The Contractor shall also provide a rolled-up summary of the task order to date. The Contractor shall also reconcile within the monthly report the above contractor provided information with each invoice such that they can be matched month by month.

C.5.2.5   QUALITY CONTROL PLAN (QCP)

The Contractor shall institute and maintain a capability to ensure the quality of the products and services required under this contract. The contractor shall apply industry standards and best practices. Quality assurance practices in program management to include, at a minimum, identification of quality control factors and processes, evaluation methods, earned value, and process improvement.

The contractor shall prepare a Quality Control Plan within 30 business days after task order award, update the plan as needed and perform quality control functions in accordance with the Plan. The contractor shall deliver quality control reports as described in the government-approved QCP. The QCP may be modified as the project progresses by coordinated approval of the contractor and the government.

C.5.2.6   MONTHLY FINANCIAL REPORTS (MFR'S)

The Contractor shall deliver MFRs monthly on the 5th business day. The MFR shall include the information as described below. The Government will provide a specific format, typically Microsoft Excel, after the contract is awarded and before the first report is required. A summary table shall include the following data elements:

- Contractors Name
- Contract Name
- Contract Title
- Contract Number
- Period of Performance data
- Total Contract and Amendment cost data
- By reporting period, labor dollars
- By reporting period, labor hours
- Labor dollars/hours data shall be given for all tasks on the contract and for each task

Funds and Labor Hours Expenditure Line Graphs shall be prepared by covering the entire period of performance. The graphs shall include cumulative planned labor dollars (hours) lines expenditure lines to the total order cost (hours) [solid line]; monthly updated cumulative actual labor dollar (hour) lines [solid line]; projected labor dollars (hours) expenditure lines to your estimated total labor costs (hours) at the completion [dashed lines]. Projected overages or shortfalls shall be highlighted.

Task Order Request # ID11130013

C.5.3   **VIDEO SERVICE SUPPORT (FIRM FIXED PRICE)**

The video service support staff is stationed locally at the Ft. Belvoir campus, with travel to DAU's satellite campuses. DAU's video service department is divided into two main functions, Production and Technical. The video service team is manned by civilian employees, including one employee on the production team, one employee on the technician team, and three employees on the supervisory team for video services as a whole. The contractor shall participate as part of this team to provide training, technical support, upgrades and installations, conference manning, VTC coordination, VTC bridge maintenance, and production house support to all DAU locations. This includes 74 classrooms, 24 video teleconference rooms and two auditoriums across DAU main regions and satellite locations *(Ft. Belvoir, VA; Pax River /California, MD; Aberdeen, MD; Norfolk, VA; Huntsville, AL; Kettering, OH; Sterling Heights, MI; Rock Island, IL; San Diego, CA; Los Angeles, CA; Port Hueneme, CA; and Ford Island, Hawaii). The contractor shall supply a weekly report of recently completed, active, and upcoming projects in Microsoft Word format by close of business (COB) Thursday.

The contractor shall assist Civilian Personnel in supporting the services provided by the video services team as labeled within the below subtasks.

*Note: The average hardware/software setup for these locations is referenced in C.3.4.

C.5.3.1   **PRODUCTION SUPPORT**

The contractor shall assist in planning, designing, development, production, duplication, and encoding information in various formats and products in support of the Defense Acquisition University's (DAU) Multimedia Program. All requests for production support are handled through customer initiated Production Request Forms. The contractor shall complete an average of 30 Production Request Forms per month, with peaks as high as 45 per month. Production Request Forms can include any combination of the tasks outlined in subtasks 5.3.2, 5.3.3, and 5.3.4.

The Contractor shall:

- Reply to all Production Request Forms for initial customer contact within 3 business hours of receipt.
- Determine the scope, assignment, schedule and procedures required to properly complete the request outlined on the Production Request Form as outlined in subtasks 5.3.2, 5.3.3, and 5.3.4
- Include the above information on a Microsoft Outlook calendar invite to include team leads, Deputy Director, Director and shared Video Services inbox.
- Follow-up with point of contact associated with Production Request Forms to ensure all customer needs are met.
    Note: Production Request Forms are available to all DAU employees in order to request production services, encompassing DAU personnel (approximately 950 users) across all DAU locations.

Task Order Request # ID11130013

- Complete after action report detailing service provided, and the location of any and all content related to the service completed, including video edit projects, B-Roll, and video library links in Microsoft Word format which is provided in email format to the Video Services Director.

C.5.3.2   VIDEO PRODUCTION

A full production suite is housed on the Ft. Belvoir, VA campus. This is a green screen multi camera studio used for high level lecture capture, webcasts, informational vignettes and instructional videos. The contractor shall perform the following studio recording related tasks an average of one time per month to support requests received through Production Request Forms which require studio recordings:

- Light a subject or multiple subjects for a studio production.
- Setup and operate a studio teleprompter, act as a studio director for both live and recorded events.
- Setup and operate a video master control switcher.
- Setup and operate a multi-channel control board.
- Operate a remote multi-camera control system.
- Operate a live presentation control system with multiple inputs and outputs in support of live presentations, seminars and meetings.
- Setup and manipulate chroma key backgrounds during recordings and live broadcasts.

C.5.3.3   VIDEO EDITING

Four Final Cut video editing suites are available at the Ft. Belvoir, Va campus in order to edit existing, or newly created videos. These videos can include classroom recordings, meeting recordings, instructional videos, and Camtasia recordings in order to support requests received from the Production Requests forms. The Contractor shall perform the following video editing tasks an average of three times per month, with peaks of up to six per month to support requests received through Production Request Forms:

- Operate a video/audio encoding system.
- Selecting appropriate encoding methods (CODEC) for desired application, quality, and compatibility.
- Edit and create video productions using Final Cut Pro.
- Incorporating audio, video, slides and HTML code; author digital and DVD media, including menu development, selection of format for device compatibility, basic label design, and duplication.
- Properly archive all media resources utilized in the creation of each video.
- Involve the customer throughout the process, including viewings of the video for input during the process.

C.5.3.4   CONFERENCE, CLASSROOM AND MEETING ROOM SUPPORT

Special events, guest speakers, and conferences are held by requests received in Production Request Forms in the classrooms, VTC rooms, and conference rooms at all main DAU regions and satellite locations (Ft. Belvoir, VA; Pax River /California, MD; Aberdeen, MD; Norfolk, VA; Huntsville, AL; Kettering, OH; Sterling Heights, MI; Rock Island, IL; San Diego, CA; Los Angeles, CA; Port Hueneme, CA; and Ford Island, Hawaii). The Contractor shall consult with customers on appropriate use of media to achieve the customers' stated objective for conferences, classes and meetings requiring media support. This support can include voice reinforcement, slide projection, video playback, computer presentation, video teleconferencing, audio teleconferencing, and recording of events The contractor shall complete an average of two event recordings per month, with peaks of 10 per month, and man an average of five conferences per month.

The contractor shall provide services to the following areas supporting requests received through the Production Request Forms:

- Attend all pre-planning meetings for events, perform walkthroughs with customers, and provide advice based on hardware capabilities and limitations based on the location of the event.
- Record event utilizing portable camera and microphone systems or camera and microphone systems within the existing AV system of the room.
- Provide appropriate microphones for voice reinforcement appropriate to the location and request, to include live mixing utilizing hardware or software controlled live audio mixers.
- Provide proper playback of all customers provided content, such as PowerPoint presentations, videos, audio files or live web access.
- Coordinate with Video Teleconference maintenance personnel for testing and providing audio, video and content feeds for the video teleconference.

C.5.3.5   TECHNICAL SUPPORT

The technical support team in Video Services is responsible for the installation, upgrade, maintenance, and customer support of all audio visual systems and equipment throughout DAU to include the main Ft. Belvoir campus, main regions, and all satellite campuses (Ft. Belvoir, VA; Pax River /California, MD; Aberdeen, MD; Norfolk, VA; Huntsville, AL; Kettering, OH; Sterling Height, MI; Rock Island, IL; San Diego, CA; Los Angeles, CA; Port Hueneme, CA; and Ford Island, Hawaii). Installations and upgrades are considered turn-key and are completed using in-house civilian employees and contractors. This includes meeting with customers to develop requirements, site surveys to assess equipment needs and installation plans, equipment and supplies research, wiring diagram creation, AMX control programming, installation, training and upkeep. The Contractor shall provide Video Technical Support as outlined below:

C.5.3.5.1   MAINTENANCE

The DAU maintenance shop consists of one Civilian Personnel and shall be supported by the contractor in order to be responsible for the upkeep and repair of all AV installations throughout DAU, including 74 classrooms, 24 Video Teleconference rooms, and 2 auditoriums across all main DAU regions and satellite locations (Ft. Belvoir, VA; Pax River /California, MD; Aberdeen, MD; Norfolk, VA; Huntsville, AL; Kettering, OH; Sterling Heights, MI; Rock Island,

Task Order Request # ID11130013

IL; San Diego, CA; Los Angeles, CA; Port Hueneme, CA; and Ford Island, Hawaii). This upkeep and repair includes preventative maintenance, trouble call responses, and effective room design to proactively reduce future trouble calls. Preventative Maintenance is performed weekly on all Ft. Belvoir classrooms, and bi-annually in all regional locations (Pax River /California, MD; Aberdeen, MD; Norfolk, VA; Huntsville, AL; Kettering, OH; Sterling Heights, MI; Rock Island, IL; San Diego, CA; Los Angeles, CA; Port Hueneme, CA; and Ford Island, Hawaii). The Contactor shall:

- Perform Preventative Maintenance Inspections (PMI) as outlined on government furnished preventative maintenance check-sheets on all AV systems at Ft. Belvoir weekly and all regions two times per year.
- Preventative maintenance inspections and repairs must follow industry (Infocomm) standards.
- Preventative Maintenance check sheets are to be completed and filed electronically within one week of PMI completion.
- Repair any and all issues discovered during PMI on site, or create plan for having the repair completed at a later date.
- Track all repairs on PMI checklist and file electronically within one week of repair completion.
- Create and maintain monthly tool inventories, all Government Furnished Property GFP must be returned to their assigned storage locations when not in use. Maintain maintenance shop area and personal cubicle areas, to include returning equipment and tools to their storage locations, disposing of work related trash and recycling in designated locations, and sweeping the main shop floor at the end of every work day.

C.5.3.5.2   NEW EQUIPMENT INSTALLATIONS

New equipment installations are varied, and can cover classroom, video teleconference rooms, and auditoriums. New equipment installations are expected to be turn-key installations including the planning, design, equipment proposals, wiring diagrams, site-surveys, AMX control programming, system tests, and local user training. The government will provide all hand tools, power tools, cabling, connectors, and supplies required for maintenance, upgrades, installation, and preventative maintenance inspections, these tools and equipment will be made available during working hours and provided before work begins on any project. The contractor shall complete eight level one (level one installations include classroom and/or small video teleconference rooms) installations and three level two (Level two installations include large video teleconference rooms and/or auditoriums) installations at the Ft. Belvoir location per year; two level one installations and one level two at the West Region location per year; two level one installations and one level two at the South Region location per year; two level one installations and one level two at the Midwest Region location per year; two level one installations and one level two at the Pax River/California, MD, Region location per year; and one level one installation at the Chester and Norfolk locations per year. Installation, relocation and upgrades of flat panel displays can occur up to 4 times per month.

The contractor shall provide a complete turn-key installation service, to include the following:

- Evaluate and research new A/V technologies to ensure installations utilize modern technology.
- Plan and create the AMX programming necessary for all AV systems which require touch panel control.
- Schedule and attend pre-planning meetings with customers to gauge requirements.
- Create and present an AV system proposal to customers, including wiring diagrams, rack layouts, overhead room layouts, 3D rendered room layouts, reflected ceiling plans, sightline diagrams, equipment lists, and Gantt charts for scheduled installation timeframes.
- 3D rendered room layouts are to be generated utilizing Google Sketchup;
- All installations must conform to all applicable OSHA regulations, building codes, and Infocomm standards.

C.5.3.5.3 VIDEO TELECONFERENCING (VTC)

The Video Services Department operates and manages a Polycom RMX bridge for all VTC connections within DAU, and for all connections to locations outside of DAU. Video Teleconferences require VTC bridge support in order to connect an average of 80 meetings, distance learning classes, and/or conferences per month. Each meeting can range from 2 two connections to a peak of 15 or more connections for a single event. Video Teleconference meetings include the preparation and connection of any DAU AV system at the main regional campuses, or satellite locations, (Pax River /California, MD; Aberdeen, MD; Norfolk, VA; Huntsville, AL; Kettering, OH; Sterling Heights, MI; Rock Island, IL; San Diego, CA; Los Angeles, CA; Port Hueneme, CA; and Ford Island, Hawaii) connected to the meeting 30 minutes prior to the meeting start. Requests for VTCs are initiated through E-mail, phone call, or through the Meeting Room Manager scheduling system. In support of the VTC network the contractor shall:

- Coordinate, schedule, operate and maintain VTC equipment
- Interface with customer to identify their requirements
- Determine appropriate location to host VTC (based on requirements)
- Schedule room for upcoming VTC
- Setup for single point-to-point VTC with involved parties
- Setup for multi-point (bridge) VTC with involved parties
- Schedule and complete VTC dial in tests prior to event
- Perform dial-in NLT 30 minutes prior to start of event
- Perform final test with all VTC participants
- Operate VTC event in conference rooms which require AV systems and/or camera control, being prepared to troubleshoot any loss of communications
- Power down VTC equipment, annotating any problems incurred
- Possess working knowledge of Polycom VTC codec units and bridging hardware configurations
- Provide VTC manager with 1+ years' experience with Polycom RMX bridge.

- Ensure systems are configured according to DAU's baseline and document deviations from DOD and DAU policies and guidelines to include STIGs

C.5.3.5.4 CUSTOMER SERVICE AND TROUBLE CALLS

The Contractor shall support customers as necessary in matters pertaining to equipment checkout (portable projectors and screens, laser pointers, and cameras), services provided, and support/trouble calls to achieve the customer's stated objectives. There is an average of 60 trouble calls per month, including classroom, conference room, office, and auditorium technical support requests. Technical support can include equipment usage, equipment troubleshooting or replacement of defective equipment, or AMX programming changes. These requests can be originated from any of the 74 classrooms, 24 Video Teleconference rooms, and 2 auditoriums across all main DAU regions and satellite locations (Ft. Belvoir, VA; Pax River /California, MD; Aberdeen, MD; Norfolk, VA; Huntsville, AL; Kettering, OH; Sterling Heights, MI; Rock Island, IL; San Diego, CA; Los Angeles, CA; Port Hueneme, CA; and Ford Island, Hawaii).To support incoming trouble calls the contractor shall:

- Monitor the trouble call phone line and shared trouble call E-mail inbox during all business hours.
- Respond on location to any AV system trouble calls which are causing a delay to an active classroom setting, or active Video Teleconference meeting on the Ft. Belvoir campus within 10 minutes of call receipt.
- Resolve any AV system trouble calls which are causing a delay to an active classroom setting or active Video Teleconference meeting on the Ft. Belvoir campus within 30 minutes of trouble call receipt, or provide a course of action for resolution to government Video Services representative within 45 minutes of trouble call receipt if the situation is not capable of immediate resolution.
- Respond on location to any AV system trouble calls not including an active classroom setting, or active Video Teleconference meeting on the Ft. Belvoir campus within 1 hour of call receipt.
- Resolve any AV system trouble calls not including an active classroom setting or active Video Teleconference meeting within 4 hours of trouble call receipt, or provide a course of action for resolution to government Video Services representative within 4 hours of trouble call receipt if the situation is not capable of immediate resolution.
- Log all trouble calls, including time received, location where trouble call occurred, point of contact that initiated trouble call, description of the issue and any steps taken to resolve the issue into the trouble call database within 3 hours of trouble call completion.
- The average classroom and conference room is setup with the video services hardware and software, as referenced in C.3.4.

C.5.4 TASK 3 ENTERPRISE SERVICE DESK/REGIONAL HELPDESK SUPPORT (FIRM FIXED PRICE)

The contractor shall assist Government staff in supporting the services provided by the enterprise service desk and regional helpdesk support teams as described below within the Subtasks.

Task Order Request # ID11130013

C.5.4.1   ENTERPRISE SERVICE DESK SUPPORT

The DAU's Enterprise Service Desk has primary responsibility within the DAU community to support the customers of DAU's Enterprise applications to include; DAU's Learning Management system, Courseware development system, and Student Information System. The Enterprise Service Desk also has primary responsibility within the AT&L community to provide technical support of all courses offered at the DAU (student user base 200,000+). Call Center support for AT&L students is provided 14X5 (M-F 6:00 AM - 8:00 PM EST for manned services through a variety of methods to include telephone assistance and email correspondence. The Enterprise Service Desk will be manned by contractor personnel and managed by a government help desk manager, currently using the help desk manager support system by Cisco CCX. The current call volume for DAU's Enterprise Service Desk is identified as support band B in the table below. The contractor shall meet the target average phone hold time as identified by the appropriate band in the table below and shall respond to all customer emails as soon as possible but not to exceed 48 hours, which is currently managed using BMC Footprints. The contractor shall bill according to the support band they are currently operating within and their price accordingly. The Government will provide the contractor with 30 days notice before a change of the bands allowing for the contractor to adequately staff according to the needs of the government. Upon award the Contractor shall adjust staffing accordingly to meet performance metrics (call band) they will be operating within.

CLINs/Support Band	Range Calls Answered per Month	Average Call Duration	Target Average Hold Time	Emails Supported per Month*	Unit	Period (Base or Option Period #)
0003AA / A	14,001-18,000	6:25	15:00	18,001-24,000	Each	Base
0003AB / B**	9,000-14,000	6:25	10:00	16,001-18,000	Each	Base
0003AC / C	7,000-8,999	6:25	10:00	13,001-16,000	Each	Base
0003AD / D	5,001-6,999	6:25	10:00	5,001-13,000	Each	Base
0003AE / E	Up to 5,000	6:25	10:00	Up to 5,000	Each	Base

*Emails to be responded to within 48 hours
**Currently in Call Band B as of April 4, 2013

Task Order Request # ID11130013

C.5.4.2   REGIONAL HELP DESK SUPPORT

Regional Help Desk Support provides onsite support to faculty, staff, and the classroom environment. The Regional Help Desk provides a mixture of Tier 1.5 and Tier 2 desktop support which consists of:

> Tier 1.5 Regional Support Centers: 90% of calls will be responded to with the customer/requestor within 1 business day as follows:

> a.   Issue Resolved
> b.   Issue scheduled either further testing or future requirements
> c.   Issue escalated to Tier 2 for further trouble shooting/resolution

The contractor shall also support the DAU datacenter Tier 2 services. The Help desk support for DAU personnel and students is currently provided 12X5 (M-F 0600-1800 EST for manned services) through a variety of methods to include telephone assistance, email correspondence, direct customer contact, and onsite visits. The Regional help desk support will be provided by the contractor and will managed by a government help desk manager. The current call volume for DAU's Regional Help Desk is identified as support band B in the table below. The contractor shall meet the target average phone hold time as identified by the appropriate band in the table below and shall respond to all customer emails as soon as possible but not to exceed 24 hours. The contractor shall bill according to the support band they are currently operating within and their price accordingly. The Government will provide the contractor with 30 days notice before a change of the bands allowing for the contractor to adequately staff according to the needs of the government. Upon award the Contractor shall adjust staffing accordingly to meet performance metrics (call band) they will be operating within.

Normal IT/Help Desk related calls (Monthly Averages):

CLINs/Support Band	Range Calls Answered per Month	*Average Monthly Emails Received	Target Hold Time
0003AF / A	1,501-2,300	901 - 1,500	7:00
0003AG / B**	1,001-1,500	501 - 900	5:00
0003AH / C	Up to 1,000	Up to 500	3:00

* Email to be responded to within 24 hours
** Current Call Volume (as of April 4, 2013)

Task Order Request # ID11130013

C.5.4.2.1   REGIONAL HELP DESK REQUIREMENTS

The Help Desk receives calls on standard office automation tools, hardware and network problems, access and security problems, remote access issues, on-line related training issues and problems with applications. The contractor shall troubleshoot office automation problems and standard WAN/LAN/WLAN problems. The contractor shall analyze Help Desk performance to improve response time, streamline operations, develop improved performance measures, and identify and report root causes of systematic problems in an attempt to reduce future calls. The contractor shall include this information within the Monthly status report.

Additionally, the contractor shall:

- Respond to and track user inquires about system operation
- Address software and hardware problems
- Apply knowledge of installation and configuration of PC based computer hardware including: modems, LAN/WLAN cards, CD ROM drives, hard drives, expansion cards
- Diagnose and resolve computer related problems
- Use hand tools such as wire cutters, strippers, screwdrivers, hammers, wrenches
- Answer questions about/handle problem relating to Microsoft Windows workstation platforms, and Apple Operating Systems
- Answer questions about/handle problem relating to software to include, but not limited to the Microsoft Office Suite, Microsoft Exchange, Microsoft Lync, Antivirus products, Internet Explorer, Firefox, Chrome, Adobe, etc.
- Field/prepare and install new hardware, i.e. PC's, MACs, printers and other peripherals
- Provide technical assistance to high-visibility projects and tasks as requested
- Maintain Information Systems Intranet Web-Page (IT Central)
- Research potential new hardware/software capabilities when requested 1) Perform software upgrades on supported platforms
- Configure DAU Laptops, Desktops and mobile devices.
- Receive and log customer calls via telephone, voice, self-service tickets, walk-in and electronic mail.
- Perform remote analysis of reported problems be able to take actions as appropriate
- Make procedural recommendations that will enhance the Help Desk ability to perform its mission
- Initiate, follow-up and track warranty actions
- Be the first line of defense for security issues
- Coordinate and assign tasks to the proper teams and special projects
- Provide multiple program software assistance to users
- Track and provide electronic analytical statistics on helpdesk calls. This function will be done in DAU's enterprise ticketing system which is currently BMC Footprints. This tool is in place and being used today and DAU does not have any current plans to replace it.
- Support installation and configuration of non-domain systems required to support DAU mission.
- Patching of cablings to provide connectivity to end points
- Switch Port configuration and troubleshooting

Task Order Request # ID11130013

- Perform software installation at workstations where network pushes are not successful and for applications that are planned for installation at the workstation,

C.5.5   TASK 4 - TRANSITION SERVICES (Firm Fixed Price)

C.5.5.1   TRANSITION PLAN

The Contractor shall prepare and provide an initial transition plan. Once approved, the contractor shall update the plan throughout the term of the contract. The Transition Plan shall present a methodology detailing how transition will occur from the current contractor(s) to the new contract staff at the beginning of the contract and how transition will occur to the Government or to another contractor at the end of the contract. The transition activities shall minimize both loss of support and cost. The Transition Plan shall address, at a minimum, the following areas:

- Transition of Program Management Support and Other Personnel
- Transition of Task Requirements in the contract
- Asset Transfers [hardware, software, GFP]
- Resource Requirements [personnel and budget]
- Security Clearance Actions and Status
- Transition Milestones and Timeline
- Risk Mitigation Practices

C.5.5.2   TRANSITION-IN SERVICES

The Government is currently receiving services under an existing contract. The successful contractor shall perform transition-in services necessary to provide a smooth and efficient transition from the existing contractor without any interruption or degradation in any services.

The Contractor shall prepare and submit a transition plan detailing the plan, staffing, and other information necessary to seamlessly transition from the existing contract and to accomplish the above transition to the new contractor.

C.5.5.3   TRANSITION-OUT SERVICES

The contractor shall perform all services necessary to transition the work performed under this contract to the Government or another contractor at the conclusion of this contract. The transition shall be performed without any interruption or degradation in any services. The contractor shall perform all transition-out services necessary to provide a smooth and efficient transition.

C.5.6   TASK 5 - ENTERPRISE ARCHITECTURE (EA) SUPPORT (LABOR HOUR)

The contractor shall assist Government staff in supporting the services provided by the EA as described in the subtasks below.

C.5.6.1   ARCHITECTURAL DESIGN AND IMPLEMENTATION SUPPORT

Task Order Request # ID11130013

The Contractor shall support the development and maturing of DAU's Enterprise Architecture. As part of the annual architecture maturing process the contractor shall identify potential architectural goals that align to the support and promotion of the organization's strategic goals. The contractor shall within two weeks of being tasked provide draft documentation (communication slides and the associated supporting documentation) to the Chief Enterprise Architect. Upon approval of the draft documents by the Chief Enterprise Architect, the contractor shall provide finalized documentation to the Chief Enterprise Architect within two weeks of the approval. As part of the Annual architecture maturing process the contractor shall assist the Chief Enterprise Architect in the process of conducting interviews with DAU personnel. The contractor shall coordinate the scheduling of architectural interviews and will document interview details. Within 30 days of the interview the contractor shall provide an interview summary details and draft analysis of the potential architectural impact. The contractor shall provide final analysis and recommendations to the Chief Enterprise Architect within 60 days of the completion of the interview. The contractor shall within 90 days of the completion of all interviews provide the Chief Enterprise Architect an analysis of DAU's Business Architecture for consistency and anomalies.

In addition the contractor shall support the following:

- Annual architecture maturing process:
  - Develop communication slides and presentations
  - Provide drafts to Chief Enterprise Architect within two weeks of Enterprise Architecture goal(s) identification
  - Provide communication slides and presentations within two weeks of approval of drafts by Chief Enterprise Architect

- Conduct meetings with business areas to capture architectural information:
  - Interviews will be conducted within 60 days of the completion of communication slides and presentations.
  - Draft Interview Summaries and associated analysis will be provided to CEA within 30 days of the completion of the interview
  - Final analysis will be completed within 60 days of the completion of the interview

- Analyze architectural information for consistency and anomalies:
  - Complete within 90 days of completion of meetings with DAU business areas

The contractor shall support the Chief Enterprise Architect in the process of identifying recommendations for changes to IT Strategic objectives based on an analysis of DAU Strategic goals and objectives. The contractor shall provide the Chief Enterprise Architect a draft document analyzing industry best practices as aligned to the identified strategic changes and their impact to current IT Strategy within 60 days of being provided a copy of DAU's Strategic Plan. The contractor shall provide the Chief Enterprise Architect a finalized set of

Task Order Request # ID11130013

recommendations aligned to industry best practices within 120 days of being provided a copy of DAU's Strategic Plan.

In addition the contractor shall support the following:
- Strategic Planning Support:
    - Provide an analysis of DAU Strategic Goals and Objectives:
    - Provide draft document analyzing industry best practices as aligned to the identified strategic changes and their impact to current IT Strategy within 60 days of being provided a copy of DAU's Strategic Plan.
    - Provide finalized recommendations aligned to industry best practices within 120 days of being provided a copy of DAU's Strategic Plan.

C.5.6.2 CAPITAL PLANNING AND INVESTMENT CONTROL SUPPORT

The Contractor shall assist in the implementation and documentation of DAU's Capital Planning and Investment Control (CPIC) process.

The contractor program manager shall provide a weekly summary report on active CPIC reviews of IT Investments being conducted by the contractor in support of the government Chief Enterprise Architect. Active CPIC Reviews would include IT Investments in one of the following categories:

- Requirements Review: A review of Laws, Regulations, and Policies that impact the identified Business Requirements, Capabilities, and Services.
- Analysis of Alternative: A review for compliance with federal, DoD, DAU and CPIC requirements
- Business Case Review: A review for compliance with federal, DoD, DAU and CPIC requirements

- On a monthly basis ensure a post implementation review is accomplished for IT Investments in the evaluate status that has not had an annual review done in the past 365 days

C.5.6.3 ARCHITECTURAL LIFE CYCLE SUPPORT

The Contractor shall assist in the capturing and documenting of DAU's AS-IS, TO-BE, and transitional state information in the DAU enterprise architecture repository (Mega). Contractor shall provide planning and executing of the transition to the To-Be Architecture. This will involve such items as identifying elements of the To-Be Architecture; establishing project plans for migration activities; identifying resources required for migration; performing migration activities; managing migration activities; performing gap analyses on As-Is and To-Be architectures; recommending migration approaches; taking measurements of performance before- and after-migration in areas such as customer satisfaction, service availability and conducting comparisons; and communicating, educating, and/or training support personnel and end users on impacts and issues related to changes resulting from transition activities. The People, Process, and Technology deliverables required by the government will play a key role in

Task Order Request # ID11130013

this area. The contractor shall provide recommendations and assist in the identification of areas where DAU could possibly gain cost savings, or cost avoidance.

- The contractor shall on a monthly basis; ensure a Solution Architecture review is performed on any Solution Architecture that has not had an annual review done in the past 365 days. The review validates three items; AS-IS state, identified TO-BE state information, and solution to business alignment. The current (AS-IS) documentation is validated against the production configuration. It identifies any discrepancies in the AS-IS documentation and initiate the tracking of corrections to discrepancies. The TO-BE state documentation review validated that the TO-BE state is correct and aligned to capability phasing documentation. The Business alignment review validates solution to business alignment and ensures that any deltas or gaps are properly documented. DAU has an Enterprise Architecture tool (MEGA) in place for capturing, analyzing and validating the AS-IS and TO-BE Architecture. This will be provided to the Government on a as needed basis as defined within the deliverable table.

- The monthly analysis report shall include:
  - Solution overlap
  - Gaps or Alignment issues between Solutions and Business Capabilities (requirements)
  - Potential Solutions that were reviewed that are candidates for alternate technology implementations due to cost or alignment concerns

C.5.7 TASK 6 ENTERPRISE OPERATIONS SUPPORT (LABOR HOUR)

The contractor shall assist Government staff with the services provided by the enterprise operations support team as outlined below.

The Contractor shall maintain the network and ensure a 99.99% up time and response to critical outages on a 24x7 bases as required. Up time excludes scheduled maintenance windows as approved by the government. On-site support will be provided during DAU's core business hours, 6:00AM to 6:00PM Monday-Friday (minimum 8 hours per day.) Network and Security Services includes all network operations, technical planning, and engineering solutions for all DAU locations.

This includes the following areas of responsibility:

- Data Center Support
- Network Infrastructure Management
- Management of Infrastructure Support Systems

The Enterprise Operations Support team (comprised of Government personnel and the contractor) perform key network support activities, including Configuration Management and Engineering support, maintenance and configuration of routers, switches, cabling, VoIP, server management, software updates, creating and maintaining workstation images, management of user accounts, email administration and ensuring data integrity, availability, and disaster

Task Order Request # ID11130013

recovery. The contractor shall also assist in the planning and deployment of new hardware/software systems to the Defense Acquisition University. The contractor shall perform network systems security administration to include Intrusion Prevention/Detection (host based/enterprise based), VPN connectivity, and security input for other DAU network and desktop systems. The DAU Senior Information Assurance Security Officer (SIAO) participates in planning and developing existing and future security requirements/implementations for DAU. The DAU SIAO retains final configuration control of all Security Systems

Additionally the Contractor shall support the following:

C.5.7.1   DATA CENTER SUPPORT HOSTED SYSTEMS SUPPORT

The Contractor shall operate, maintain, and assist in improving the support and delivery of DAU provided IT Services to include: datacenter system hosting network, workstation, video, and Telecommunications services as directed by the government.

The Contractor shall provide operational support for Enterprise Services and Data center hosting services to include:

- Install, configure, and secure operating systems and their components
- Ensure systems are configured according to DAU's baseline. The DAU baseline is the DAU CIO approved software version and configuration standard for each type of system in use at DAU, some examples are routers, switches, firewalls, servers, and workstations.
- Document any government approved deviations from DOD and DAU policies (see section H.5.1 GFI) and guidelines to include Security Technical Implementation Guide (STIGs) in online format.
- Monitor the functional state of systems and resolve performance issues as they are identified
- Ensure systems are patched and updated in accordance with DoD and DAU policies and procedures(see section H.5.1 GFI)
- Identify performance or security issues and ensure the issue is documented and followed through on until resolved
- Work with System Owners of Hosted IT Investments to ensure proper configuration of applications software. Proper configuration is defined as functioning as designed and meeting all DoD and DAU security requirements as defined in DoD and DAU Policies. (see section H.5.1 GFI)
- Coordinate server and application access when approved by the DAU CIO or IT Director or their designee. Database maintenance to include configuration, monitoring, security, performance tuning, backup/restore and other general maintenance activities.
- Assist System Owners to create and maintain documentation of system configuration
- Maintain, monitor, and configure DAU hosted business systems and DAU infrastructure in support of DAU daily business activities.
- Support and assist in the maturing of DAU's architectural design. Provide recommendations on the implementation of the Federal Enterprise Architecture, DOD's Business Enterprise Architecture, and the DoD Architectural Framework.

Task Order Request # ID11130013

- Support Information Assurance support to include design, installation, maintenance and monitoring of systems as well as remediation and documentation of security related incidents, policies and procedures
- Provide network, systems and security support to include Tier 2 and Tier 3 support activities
- Develop and maintain a variety of web applications such as the DAU Homepage, DAU Intranet, Student Registration system (STARS), Online Catalog. Provide Data Analysis and office automation of systems such as DAU's Data Warehouse, and Budget tools.

C.5.7.2   NETWORK INFRASTRUCTURE MANAGEMENT

Network and Security Operations Center (NSOC) is responsible for the technical planning, engineering, installation, configuration, operations and maintenance of the Wide Area/Local Area Networks (WAN/LAN/WLAN) infrastructure equipment, servers, and network security. The contractor shall assist Government staff in supporting the services provided by the NSOC including the following infrastructure management of: network switches, wireless controllers, access points, routers and supporting services such as access control servers (ex. Cisco ACS).

Today the DAU WAN encompasses thirteen sites comprised of two Enterprise Data Centers (EDCs), five regional headquarters (HQs) and six regional satellite campuses. The EDCs are located at DAU's Fort Belvoir and San Diego sites. Regional satellites terminate to one of the two EDCs via point to point connections whereas regional HQs currently have their own DISA provided circuits with VPN connectivity to the two EDCs. DAU has plans to collapse the regional HQs connectivity into the two EDCs in 2014 and 2015 so that all traffic in and out of DAU's enclave traverses through one of these two Points of Presence. The goal is to reduce costs through consolidation of services, costs savings will be achieved thru reduction in infrastructure hardware and the manpower required to support the infrastructure.

Normal day-to-day LAN support for each of the five regional HQs and supporting satellite locations within a region is provided by technicians stationed at their respective region.

A list of regions and their associated satellite campuses where DAU requires infrastructure support is included below. A "*" indicates the location of the Regional HQ for each region.

- **Capital and Northeast Region**
    - Ft. Belvoir, VA*
    - Aberdeen Proving Ground, MD
- **Mid-Atlantic Region**
    - California, MD*
    - Chester, VA
    - Norfolk, VA
- **Midwest Region**
    - Kettering, OH *
    - Rock Island, IL
    - Sterling Heights, MI
- **South Region**

Task Order Request # ID11130013

- o Huntsville, AL *
- **West Region**
  - o San Diego, CA *
  - o Port Hueneme, CA
  - o Los Angeles, CA
  - o Ford Island, HI

The Contractor shall provide the following infrastructure network services functions:

- WAN/LAN/WLAN Infrastructure Installation, Configuration and Maintenance
- Management of the enterprise Intrusion Prevention/Detection Systems (IPS/IDS)

C.5.7.2.1 WAN/LAN/WLAN INFRASTRUCTURE INSTALLATION, CONFIGURATION AND MAINTENANCE

The Contractor shall perform Network Engineering tasks to include:

- Design and install network equipment to support WAN/LAN/WLAN infrastructure at new DAU locations as they are identified. While there are currently no plans for expansion beyond current locations DAU understands that there are unforeseen requirements that may require us to expand our network footprint.   We anticipate no more than one site expansion per government fiscal year will occur.
- Maintain existing WAN/LAN/WLAN infrastructure to support new requirements, including but not limited to:
  - o Installation and management of routers and switches
  - o Monitoring and management of wireless network
  - o Cabling of network devices and end points
  - o Coordination with telco service providers on installations and trouble tickets
- Manage subnets to maximize performance and utilization
- Ensure all systems are patched in compliance with DoD and DAU directives and requirements. A list of applicable Directives and Policies can be found in the table in section H.5.1 Government Furnished Information (GFI)
- Document engineering modifications to existing network designs

C.5.7.2.2 MANAGEMENT OF THE ENTERPRISE INTRUSION PREVENTION/DETECTION SYSTEMS (IPS/IDS)

- Planning, Installation, configuration, upgrading and maintenance of hardware
- Manage Host Base Security System (HBSS)
- Ensure HBSS system is configured and monitored based on DISA policies. A list of applicable Directives and Policies can be found in the table in section H.5.1 Government Furnished Information (GFI)
- Perform operating system upgrades
- Install security patches
- Monitor the internal and external IDS systems

Task Order Request # ID11130013

- Troubleshoot system problems
- Maintain electronic/hard copy documentation of configuration

C.5.7.3 MANAGEMENT OF INFRASTRUCTURE SUPPORT SYSTEMS

The Contractor shall:

- Install, configure, and secure operating systems and their components
- Install, configure, secure and manage applications, as stated in section C.3.
- Ensure systems are configured according to the current DAU baseline configuration for all network connected devices (ex. Servers, Workstations, Routers, Switches, Firewalls) and document deviations from DOD and DAU policies and guidelines to include STIGs
- Monitor the functional state of systems and resolve performance issues as they are identified
- Ensure systems are patched and updated in accordance with DAU policies and procedures
- Identify performance or security issues and ensure the issue is documented and followed through on until resolved
- Create, document, and maintain system configuration and applications software configuration documentation
- Coordinate server and application access when approved by the DAU CIO or IT Director or their designee
- Document problems and known errors in DAU's Issue Management System (BMC Footprints)

C.5.7.4 DATA BACKUP AND RECOVERY REQUIREMENTS

The Contractor shall perform all data backup and recovery tasks to include offsite backups. Offsite backups are housed in an alternate DAU facility and are to be backed up across the WAN. The contractor shall be able to reconstruct Server based data within 4 hours during normal business hours, and 8 hours at all other times.

C.5.8 TASK 7 ENTERPRISE SECURITY MANAGEMENT SUPPORT

The contractor shall assist Government staff in supporting the services provided by the enterprise security management team as identified within the below subtasks.

C.5.8.1 COMPUTER NETWORK DEFENSE (CND) INCIDENT RESPONSE

The Contractor shall monitor the DAU Network and associated systems for security related incidents, evaluate current threats and provide recommendations for remediation and reporting for any identified incidents to the Information Assurance Manager (IAM). In addition, the Contractor shall make recommendations to the Government as part of the Monthly Status report on ways to continually enhance DAU's security posture thru the use of new technologies, policy changes, and other methods.

- Event Analysis within four business days of notification of the specific incident from the Information Assurance Manager.
- Containment within one day of an event being identified as an incident
- Eradication and Recovery within three to five business days of containment
- Reporting and completion of incident response form/questionnaire within two business days to the Information Assurance Manager and CND service provider.

C.5.8.2   VULNERABILITY MANAGEMENT SUPPORT

The Contractor shall use DOD/DAU provided tools (List of current tools can be found in table C.3.3 Operating Systems and Information Assurance Tools. New tools that are developed or required will be provided when needed) to continually assess the security posture of the DAU Network and all connected systems as well as evaluating new systems and changes to existing systems for configuration weaknesses prior to production deployment of the systems.

- Information Assurance Vulnerability Management (IAVM) Reviews
    - Within seven days of notification

- System scanning - The Contractor shall perform necessary scans to assess or demonstrate compliance with IT security controls and shall document weaknesses and vulnerabilities found, if any. Where necessary, the contractor shall test and validate to ensure the system meets applicable DOD, DAU or NIST standards. The results from any scans or tests shall be submitted to the DAU IAM.

- Vulnerability and Compliance Assessment Reporting
    - Completed within two weeks of a scan request

C.5.8.3   IA TOOLS ADMINISTRATION AND MANAGEMENT

The Contractor shall assist the DAU with the evaluation, implementation and management of current (as specified in section C.3.3) and future IA Systems as identified by DISA or US Cybercommand. The contractor shall support and manage IA tools that enable the delivery of IA services. These include: security filtering, network monitoring, host based monitoring, event logging and correlation, and scanning tools. (See Reference table for a list of IA tools C.3.3). Additionally the Contractor shall, document, manage, and maintain the system configuration baseline.

The Contractor shall document the management of the configuration and the configuration baseline including:

- Creation and Management of Accreditation documentation
- Configuration baseline documentation
- Procedures and Usage documentation
- Change Management packages

Task Order Request # ID11130013

C.5.8.4 CERTIFICATION AND ACCREDITATION (C&A) SUPPORT

The Contractor shall assist the DAU Government IA team and System Owners in gathering and creating the necessary documentation to accredit all DAU systems and enclaves in order to achieve and maintain an Authority To Operate (ATO). System owners are defined as the government program manager/sponsor for a given DAU business area.

The DAU CIO requires that the COTs/GOTs systems complete the DIACAP process to bring the system into compliance with current DOD-level information assurance and security policies prior to granting approval to implement these upgrades.

C.5.8.5 CONTINUITY OF OPERATIONS (COOP) & DISASTER RECOVERY (DR) PLANNING

DAU's alternate hosting site (COOP site) is located in a Government owned facility at DAU's San Diego site. The Contractor shall assist with the planning, design and implementation for the DAU COOP site and associated data backups and replication to the COOP site. Once the COOP site is operational, the Contractor shall assist in supporting the operation and periodic failover testing. In addition the Contractor shall assist in the management of the COOP planning and notification system in accordance with guidance from DAU. The Contractor shall be responsible for assisting with the writing and maintenance of the DAU Contingency Operations Plans (system level and enterprise level) as specified by the Government.

C.5.9 TASK 8 TELECOMMUNICATIONS SUPPORT (LABOR HOUR)

The contractor shall assist Government staff in supporting the services provided by the telecommunications team.

DAU's Telecommunications office has the primary responsibility for voice communication throughout the DAU community, providing support and maintenance of end user operations. Telecommunications support for the DAU personnel is 10x5 (M-F 0630-1630 for manned services) through a variety of methods to include telephone assistance, email correspondence, direct customer contact and on-site visits. The majority of the support is provided to internal DAU customers. The Contractor shall participate as part of this team providing support to all DAU locations as required by the Government.

The telecommunications office receives calls on all forms of voice communications devices that currently include: IOS, Android, blackberry, cellular telephone, wireless & wired modems, land-line desk phones, call center applications, circuits, integrated services digital network (ISDN) for voice and video conference capabilities, primary rate interface (PRI's) for Voice over Internet Protocol (VoIP) connectivity, cabling infrastructure, and access control systems.

Contractor response times by category:

Outage/Request Type	Response Time	Resolution Type
Global	Immediate < 1 hour	Resolve or Escalate

Task Order Request # ID11130013

System	Immediate < 1 hour	Resolve or Escalate
User	24-48 hours	Resolve or Escalate

The Contractor shall:

- Respond to and track user inquiries about system operation.
- Deal with system functionality requests and procedures.
- Address software and hardware problems.
- Installation and, configuration of all telephone instruments.
- Apply knowledge of cabling infrastructure in order to help define requirements for new/remodel projects.
- Configure, assign wireless devices and provide training to users.
- Manage wireless devices spreadsheet to insure billing accuracy.
- Configure and manage VoIP communication products, provide customer training and trouble shooting of issues.
- Meet with customers to support requirements definition for Voice/Data systems and provide the information via email to center director for customer support.
- Provide technical assistance with the access control system, manage user database and access levels.
- Provide technical assistance for the physical access system, provide user training and support.

C.5.10 TASK 9 SOFTWARE AND WEB DEVELOPMENT SUPPORT (LABOR HOUR)

C.5.10.1 WEB APPLICATION DEVELOPMENT

The Contractor web team shall provide design, development and support for several DAU public and private websites to include the systems that are listed in the subtask below:

C.5.10.1.1 DAU INTRANET

The current DAUNet (DAU Intranet) supports DAU's internal business units (approximately 950 users) and provides a collaborative space for DAU personnel. This includes document sharing, document revision control, BLOGs, Wikis and static content pages. The DAUNet is hosted on SharePoint 2007 with an SQL 2005 backend. The contractor shall support the development and maintenance required for the DAUNet to include implementation of third party applications and web parts to enhance the functionality of the system. The contractor shall assist the DAU business units with creation and configuration of workspaces, document libraries, surveys, wikis and blogs on the Microsoft Sharepoint platform. In addition the contractor shall continually evaluate the performance of the system and make recommendations to improve system availability and performance. The Contractor shall support the upgrade of the DAUNet to SharePoint 2013 and SQL 2008 and migrate all existing content from Sharepoint 2007 to the new SharePoint 2013 standard. As new IT standards emerge and are approved by the government for the DAU Environment the contractor shall perform an upgrade to the new IT standard and migrate the existing content as directed by the government.

Task Order Request # ID11130013

C.5.10.1.2   DAU HOMEPAGE

The DAU Homepage is main customer facing portal to our customer base. The homepage is used as a communication tool providing static content to our external customer base. The content is managed by the DAU communications and public affairs office and is available to the customer in a read only format. The current DAU Homepage is built on Microsoft SharePoint 2010 with a SQL 2008 backend. The contractor shall continue development and implement additional enhancements to the DAU Homepage to include evaluating and recommending to the government third party applications and web parts where necessary to make the user experience more enjoyable. Upon approval of said applications and webparts the contractor shall implement them at the direction of the government. The contractor shall also collaborate with other developers to create shared web parts that can be exported for use on other systems or implement shared web parts on the DAU Homepage as directed by the DAU Webmaster or Director Information Systems. The Contractor shall assist the Government with the upgrade of the DAU Homepage to SharePoint 2013 and SQL 2008 as well as future versions as new IT standards emerge and are approved for the DAU Environment.   The current DAU Homepage can be viewed at:

<div align="center">

http://www.dau.mil

</div>

C.5.10.1.3   DAU SEARCH

DAU's current enterprise search is based on Google Search Appliance version 7.
DAU requires the contractor to maintain and operate internet search capabilities to include but not be limited to the following: The contractor shall develop search interfaces specific for searching DAU applications such as DAUNet, DAU Homepage, iCatalog, Defense Acquistion Portal, Acquisition Community Connection. The Contractor shall provide support in integrating the search capability to comply with DoD and DAU security policies and authentication schemes. The contractor's responsibility may be extended in the future to incorporate search into additional systems as new systems are identified.

C.5.10.1.4   SEMINAR/CONFERENCE REGISTRATION DATABASE TASK

The Contractor shall support the development and maintenance for Seminar and Conference Registration databases. The support shall include, but not be limited to, an internet interface with ability for users to register through the DAU web page, access to outside users with password protection, an administrator's application to create reports for rosters, mailing labels, letters and nametags, and ability to maintain archival information for seminars, forums, and special conferences. The contractor shall analyze, troubleshoot, code, and develop user documentation where necessary to support International seminar registration operations.

C.5.10.1.5   INTERACTIVE CATALOG

DAU's Interactive Catalog (iCatalog) provides information regarding the University's: Regular (certification and assignment specific) training courses , continuous learning courses , the

Task Order Request # ID11130013

various acquisition career field certification & Core Plus Development Guides , alternate means to meet training requirements etc. The current iCatalog is written in Microsoft's ASP.Net with a Microsoft SQL 2008 backend. The Contractor shall support and develop enhancements to the iCatalog system that will allow for real-time updates by administrative personnel to allow for up to date catalog information to be immediately displayed to the Acquisition Workforce. The current version of the iCatalog can be viewed at:

http://icatalog.dau.mil.

C.5.10.1.6   DAU CAREER SITE

DAU's Careers website is a subsite to the main DAU Homepage. The Contractor shall develop enhancements such as new webparts and graphics and provide general maintenance support (content updates) for the DAU Career Website, this will include the posting of current jobs available at DAU as well as general information on employment at DAU. The current DAU Career Site is written in ASP.Net/C# with a Microsoft SQL 2008 database, the Careers site can be viewed at:

http://www.dau.mil/careers/default.aspx

C.5.10.1.7   STUDENT TRACKING AND REGISTRATION SYSTEM (STARS)

The DAU Student Services office is responsible for capturing and disseminating student enrollment information. This information includes student personnel information and the tracking of each student's course attendance history. Eventually this system will either be incorporated into or interface effectively with DAU's Student Information System, the Contractor shall work closely with the Atlas developers to ensure compatibility between the systems and to the greatest degree possible, to work in conjunction with other DAU-wide databases. To facilitate the integration with existing systems, the contractor shall use an ODBC compliant database platform and will employ web-based interfaces. The objective is to build an information system that automates the essential tasks required for performing basic Registrar functions, sharing of information within DAU and interfacing with external information systems such as the World Wide Web.

C.5.10.1.8   MISSION ASSISTANCE SYSTEM (MAS)

The DAU Mission Assistance and Knowledge Repository (MAKR) business unit is responsible for the strategic oversight of DAU's ability to perform mission assistance or performance support to other DOD and Federal agencies. This business unit also manages DAU's Library function. MAKR is tasked with tracking the creation of mission assistance projects and the registration of these events. That task requires that a multi-module web application be built and supported in order to gather and report those statistics to DAU's leadership team, be able to interface with other systems such as DAU's data warehouse, create new mission assistance project codes for use in the financial and timekeeping applications, and have a web presence for the creation and management of these events.

MAS is for internal DAU use only and is currently written in ASP.Net and utilizes a Microsoft SQL 2008 database to store mission assistance and performance support activities that are entered through a web interface. The contractor shall evaluate the MAS and make recommendations for enhancements to the government. The contractor shall implement changes/updates to the MAS as directed by the government.

C.5.10.1.9   MOBILE PORTAL

DAU has a vast offering of web technology capabilities to support a widely dispersed DoD Acquisition Workforce (DAW). Many of the DAW has access to mobile technologies in the 21st century which include, but are not limited to, smart phones and tablet computers. In order to enhance the user's experience from these type of devices, DAU has deployed mobile portal technology to render some capabilities in a more user friendly way. This is an emerging technology for DAU and will require support for integrating this technology with other DAU capabilities. As technology continues to evolve in the industry (ex. New mobile platforms, new versions of Mobile OS and browsers become available) the contractor shall modify the mobile portal to support these new technologies. Additionally the contractor shall add new functionality to the mobile portal as directed by the government. The contractor shall exercise evaluate and recommend other technologies that will integrate with DAU's mobile technology stack, or supporting the maintenance and upgrading of said technology. The contractor shall implement all approved recommendations and new requirements as directed by the government. The current version of DAU's mobile portal can be accessed at by accessing http://www.dau.mil from any mobile device (smartphone or tablet).

C.5.10.1.10   GAMING SITE TECHNOLOGY

DAU offers the Defense Acquisition Workforce the ability to earn continuous learning credit through a variety of capabilities. One of those is through gaming and simulation which is a web based solution managed by the web development team. The current gaming site is written in ASP.Net/C# and makes use of the following technologies: ASP.NET AJAX Toolkit, Adobe Flash Actionscript, JQuery and Microsoft SQL 2008 database. The contractor shall update the gaming site to add new capabilities as directed by the government. The contractor shall evaluate and propose enhancements to the gaming site to the government. If proposed changes/enhancements are approved by the government the contractor shall develop and implement these enhancements to the DAU gaming site. The gaming modules (games and simulations) are developed outside of DAU's web team and then packaged and sent to the web team for upload**.** The contractor shall upload the new games to the gaming site upon approval and the direction of the government.

C.5.10.1.11   ACQUISITION WORKFORCE DATA IMPROVEMENT TOOL (AWDIT)

DAU hosts an application for the DoD Human Capital Initiatives office in order for the Defense-wide agencies to manage acquisition related data fields as required that are sourced

from the Defense Civilian Personnel Data System (DCPDS). This application allows for data cleanup to happen through a web-based application by the agency and then integrated with the AT&L data warehouse for congressional reporting, interfaced with the ODA Training Application Systems (ACQTAS), and the Defense Manpower Data Center (DMDC) in accordance with DoDI 5000.55 and DoDI 5000.66. The application is built on .Net technology and requires maintenance updates to ensure it security posture remains uncompromised. The contractor shall update the application as directed by the government to comply with DoD and DAU policies (reference section H.20.1 Government Furnished Information (GFI)) as well as new security updates that are released by Microsoft.

C.5.10.1.12   STUDENT INFORMATION SYSTEM (SIS) SHAREPOINT PORTAL

DAU is deploying a new SIS that will have a SharePoint 2013 portal front end for student access. The contractor shall design, develop, and deliver a portal with integrated web-parts and web services that will allow for a rich user interface that will be integrated with SQL Server 2008 and SQL Server Reporting Server (SSRS). The contractor shall provide and maintain services to deploy and upgrade this technology as directed by the government. The SIS portal shall be integrated with DAU's single sign-on capability and allow will utilize web service capabilities to render data to the end user.

C.5.10.1.13   ADDITIONAL SYSTEMS

DAU continues to evolve our technology to enhance the capabilities we provide to our customers and stakeholders such as the Office of the Secretary of Defense (OSD). As a result we recognize that there are external drivers such as industry technology changes or DoD policy changes that may require previously unforeseen development efforts to meet new and changing requirements. To satisfy said requirements the Contractor shall develop and support other web based systems as directed by the government.

C.5.10.1.14   WEB BASED REPORTING AND STATISTICS

The Contractor shall operate and maintain a web based reporting tool (currently Google Analytics) to provide statistics on current system usage such as page views, most visited sites, highest rank pages and user community statistics. The contractor shall use the reports to evaluate current site usage and make recommendations to the Government on ways to improve the usability. The contractor shall also provide up to 10 ad-hoc reports per month to other departments as directed by the Director of Information systems.

C.5.11 TASK 10 TALENT MANAGEMENT SYSTEM SUPPORT (LABOR HOUR)

DAU utilizes a talent management system to enable the organization to rapidly align, develop, motivate and maintain a high-performance workforce. This solution allows seamless integration across performance and talent management applications, giving DAU the visibility and flexible reporting needed to ensure that we have the right people with the right skills to meet organizational objectives. The current system is utilizes a SaaS solution by Success Factors.

Task Order Request # ID11130013

The Contractor shall provide functional and system support to assist DAU government personnel with the development and maintenance of the Talent Management System currently hosted by Success Factors. Due to the nature of onboarding and offboarding of employees the exact quantity of changes is not known but it is estimated that this task will require roughly 80 hours of support per year. The contractor shall perform the following tasks:

- Configure home screen
- Configuring user accounts and permissions
- Define and setup system notifications
- Manage forms and competencies
- Provide end-user support
- Configure dashboards, spotlights and reports
- Provide administrator and end user training
- Develop training tools (tutorials, CDs, training packets)
- Test operability based on DAU business requirements and project timelines
- Work with DAU project team to develop, test and setup DAU employee data load files
- Provide DAU with guidance and assist with definition of appropriate business rules to facilitate desired system behavior for ongoing data integration
- Configure workflows based on DAU's business rules and requirements
- Serves as the liaison between DAU and in the event there is an issue with the Success Factors SaaS environment

C.5.12 TASK 11 HARDWARE INSTALLATION (LABOR HOUR)

As part of the help desk function identified in section C.5.4, DAU's Help Desk Technician (HDT) connects and disconnects workstations based on Help Desk Requirements as directed by the government. The HDT can be tasked to move a piece of hardware with standard hand carts and in most cases weighing less than 50 lbs.

The Contractor shall perform the following activities for all hardware systems:

- New workstation evaluation, recommendation, and installation
- Workstation hardware upgrades,
- Workstation location changes/relocation.
- Workstation trouble call diagnostics (remove and replace),
- New printer installs and upgrades ,Other DAU owned system peripheral equipment moves, adds, and changes, and other network devices

C.5.13 TASK 12 SPECIAL STUDIES AND ASSESSMENT SUPPORT (LABOR HOUR)

At the request of the government the contractor shall identify industry best practices and technology trends that can be utilized within DAU to enhance our capabilities.   The contractor shall recommend these new best practices or technologies to the government.

C.5.14 TASK 13 WHITE PAPERS AND BRIEFINGS (LABOR HOUR)

Task Order Request # ID11130013

At the request of the government the contractor shall provide White Papers and Briefings (no more than one per quarter) to DAU management that provides the following:

a) The latest industry trends in the functional areas supported under this contract
b) Recommendations for change to the operation and configuration of the infrastructure environment that will ensure that DAU remains current, efficient, and effective and so that the users continue to receive a high level of quality support
b) Research and identification of system requirements and recommendations of technology solutions
c) Research and investigation of new technologies and their possible use with DAU systems. Services shall include evaluation of current technology, platforms, and operations to seek improvement and to optimize DAU business processes. The contractor shall identify and recommend best practices and best technology for DAU needs and responsibilities.

For functional or performance problems, the contractor shall provide DAU with technology evaluations regarding specific issues such as areas of possible cost savings or state of art IT approaches that would improve performance or reduce costs. The contractor shall evaluate system performance in conjunction with communications and application performance. The contractor shall work with application developers and COTs/GOTs vendors to analyze the performance of DAU-developed applications, to include determining effects on server and network capacity as applications are deployed.

C.5.15 TASK 14 DATA WAREHOUSING SUPPORT (OPTIONAL) (LABOR HOUR)

The Contractor shall provide all personnel, supervision, and other items and non-personal services necessary to provide application support and maintenance to Defense Acquisition University (DAU) using the Informatica Power Center, Power Exchange, Power Analyzer and Data Services applications.

C. 5.15.1   DATA WAREHOUSE SUPPORT

The Contractor shall provide application support and maintenance to DAU using Power Center and Power Analyzer applications. These efforts will provide support to DAU to ensure speed, agility, and adaptability in the development, maintenance, and modernization of its data warehouse. DAU foresees future requirements for application support, configuration, and maintenance which will require future option periods. DAU has nearly 3000 Informatica mappings to manage and approximately 7,000 business intelligence reports in its data warehouse. DAU plans to use its Informatica software to provide and consume web service functionality through the use of the PowerExchange for Web Services module of the software package. Currently, DAU integrates approximately 50 applications across the enterprise to include its data warehouse and multiple transactional systems to transactional system applications.

The Contractor shall create and update data mappings in Informatica's PowerCenter application, including:

Task Order Request # ID11130013

- Creating and updating web service offerings in Informatica's PowerCenter PowerExchange for Web Services application.
- Create metrics, attributes, global variables, and reports in Informatica's DataAnalyzer application.
- Provide best practices as learned in Informatica training in regards to naming conventions and mapping procedures.
- Script and conduct system tests based on each project schedule of the matrixed projects being supported.
- Use converted data—automated and manual—to include interfaces in and out of system at each milestone of the matrixed project plan being supported.
- Provide reports and dashboards to include security requirements.
- Reports and security setup at each milestone of the matrix project plan being supported.
- Data-mapping documents: Prepare and provide the data mapping documents for completeness.
- Prepare and provide a Communications Plan which is incorporate into the Project Management plan to ensure that key dates are on target, ensure that communications are effective, and to alert the team to changes of scope.

C.5.16 TASK 15 EDUCATION TECHNICIAN / ACADEMIC SUPPORT (OPTIONAL) (LABOR HOUR)

The Contractor personnel shall support a wide range of administrative duties relating to execution of DAU mission including the following:

- The operation of audiovisual equipment used in the classroom-teaching environment.
- Support faculty as required by providing instruction with audio visual equipment, computer log-on procedures, class roster updates, and class certificate printing and graduation administration at Government request.
- Support the Office of the Dean, and Faculty in coordinating required facilities maintenance issues, such as trouble calls for broken audiovisual equipment and other facilities.
- Prepare classrooms by setting up computers, textbooks, providing classroom-teaching aides and ensuring a professional appearance is maintained.
- Collect, compile, formulate, and disseminate pertinent data related to course schedules for which the regional office of the dean is responsible. Assist with the development of annual projections of teaching assignments for faculty.
- Maintain metrics on student statistical data, lodging tracker, disabled students, course cancellations, and student attrition for the region. Provide support and assistance to Course Managers, Course Liaisons, and Visiting and Lead Instructors in the management of their course logistics. This information will be provided to the specific regional office of the dean as required via email.
- Prepare student auto welcome messages to include: complete data base updates, regional attire requirements, post/base access and parking, start and end times, special course

requirements and instructional program links to DAU Home page as well as other useful student/course information.

- Maintain information and coordination of foreign students, student transcripts, and providing information on equivalency and DAU Partnering Agreements.
- Interface daily with DAU internal and external customers.
- Registration functions including but not limited to, student records, creation of reports, creation of class rosters and graduation certificates.